

Appendix G

Signage Information at Top 15 Airports

Signage in Place at the Top 15 Airports				
Airport	Did You Know?	What You Need To Do	Your Comments Are Important	Welcome to the U.S. Banners
JFK	19	19	22	6
Miami	10	10	4	0
LAX	21	21	13	6
Chicago O'Hare	20	27	3	4
Newark	14	14	8	2
San Francisco	20	0	10	2
Honolulu	20	20	5	6
Houston	10	5	4	2
Atlanta Hartsfield	8	12	2	0
Dallas/Ft. Worth	10	10	6	3
Washington/Dulles	2	2	2	2
Boston	14	12	4	2
Detroit Metro	14	14	4	7
Orlando	14	14	4	2
Jose Munoz/PR	6	6	2	1
Total	202	186	93	45

Customs has three new signs at our international airports. Below is a brief description of each.

- ***Did You Know?***—This sign provides information about Customs, which the general traveling public may not be aware of, such as the challenges Customs faces regarding the varying methods narcotics smugglers use.
- ***What You Need To Do***—This is an instructional sign which located above the baggage carousel provides necessary information to ensure smooth processing through Customs.
- ***Your Comments Are Important***—This sign begins stating, “We are the guardians of our nations borders” and proceeds to explain why Customs exists. Located at the base of these signs are Customs comment cards.

The signs say:

THE U.S. CUSTOMS SERVICE

Did You Know?



- ★ The U.S. Customs Service has responsibility to prevent smuggling of narcotics, undeclared money and other contraband.
- ★ Every year, Customs seizes tons of cocaine and heroin from air passengers—some swallow narcotics or conceal them in their bodies.
- ★ Most travelers are honest. However, there are some who choose to break the law.
- ★ Customs is committed to treating all persons with dignity.
- ★ Customs officers have authority to question you and to examine you and your personal property.
- ★ An examination may include a search of your personal belongings and your person.
- ★ To help us, please be cooperative. If you have questions, please ask.
- ★ If a Customs officer treats you in a disrespectful manner, ask to speak to a supervisor.
- ★ If you have any suggestions on how we can improve, please let us know. You will find comment cards as you leave.
- ★ If you think we have done a good job, we'd like to know that too.

*Thank You and
Welcome to the United States.*

THE U.S. CUSTOMS SERVICE

What You Need To Do



★ While waiting for your luggage, review your Customs Declaration to make certain it is completed fully.



★ Keep your Customs Declaration and your passport ready and go to the nearest exit.



★ If you are approached by a Customs Officer, please cooperate fully. This will speed your processing so you can continue on your way.



THE U.S. CUSTOMS SERVICE

Your Comments Are Important



Our Mission:

We are the guardians of our nation's borders—America's frontline. We serve and protect the American public with integrity, innovation and pride. We enforce the laws of the United States, safeguard the revenue, and foster lawful international trade and travel.

We welcome your comments and suggestions. The comment cards located below are for your convenience.



